



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

CF910 - ALL ACTIVE SOLUTIONS

October 2006

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CF910

Solution ID TAUS0625747EN00

Solution Usage 2

Description

Error code C3F80 is displayed.

Solution

CAUSE: Printer window is dirty, defective PWB-L.

SOLUTION: Verify the lower printhead window is clean; if so replace PWB L.

Solution ID TAUS0625748EN00

Solution Usage 1

Description

The control panel indicates an S-2 (S2) error code after image stabilization.

Solution

CAUSE:
Incorrect exposure lamp adjustment value.

SOLUTION:
Replace the lamp with the modified version, part number 1154-6501-01. Refer to bulletin 3023 for details.
Also check that the shading sheet is clean.

Solution ID TAUS0625759EN00

Solution Usage 1

Description

How to discharge developer from the CF910. The instructions in the Service Manual do not work.

Solution

CAUSE: The illustration on page D-131 of the CF910 Adjustment manual is incorrect. Both of the jig connectors must be connected to the developer unit assembly.

SOLUTION: Please refer to Bulletin 3076 .

Solution ID TAUS0640694EN00

Solution Usage 1

Description

Part number for the Poly-Switch for the toner hopper.

Solution

SOLUTION:
The part number is 7660-1144-01.

Solution ID TAUS0648574EN00

Solution Usage 1

Description

C3F80 at power up.

Solution

CAUSE: The print head optics are dirty of the slit glass is out of position.

SOLUTION: Clean the optics and ensure that the glass is in the proper position.

Solution ID TAUS0625090EN00

Solution Usage 0

Description

How to upgrade PCMCIA flash cards to a higher flash ROM version.

Solution

To re-write a flash card with a new version of flash ROM data a PCMCIA card slot and the appropriate software are needed.
 Note: One program commonly used for this purpose is Elan Memory Card Explorer.

Solution ID TAUS0625093EN00

Solution Usage 0

Description

Item numbers for Parts or Service Manuals.

Solution

Please refer to this publications list .

Note:

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0625749EN00

Solution Usage 0

Description

The control panel displays a wrench.

Solution

Refer to Technical Bulletin #2988 for the reset procedure.
 Link

Solution ID TAUS0625750EN00

Solution Usage 0

Description

The LCD panel displays a C3310 code after installing PWB-C.

Solution

Cause: Connections were not properly seated on the PWB-B.

Solution: Use a small flat-head screwdriver to gently seat the connectors into PWB-B.

Solution ID TAUS0625757EN00

Solution Usage 0

Description

On the CF910 why is one set of images lighter when using Image Repeat?

Solution

Please refer to bulletin 3747 for a detailed explanation and work-around.
 Link

Solution ID TAUS0625760EN00

Solution Usage 0

Description

C0Fxx error code intermittently occurs.

Solution

PROBABLE CAUSES:

1. Failed ATDC Sensor. Replace the ATDC sensor.
2. The tie wraps that secure the ATDC wiring harness are too tight. Replace any tie wrap that appears to be constricting the harness.

Solution ID TAUS0629639EN00**Solution Usage** 0**Description**

Fiery* Controller Parts Support.

Solution

Fiery Controller Parts Support

Notes To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

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Solution ID TAUS0631035EN00**Solution Usage** 0**Description**

How to copy currency without poor copy quality.

Solution

It is prohibited under any circumstances to copy domestic or foreign currency, or works of art without permission of the copyright owner. The machine is equipped with a BRU (Banknote Recognition Unit) which in most cases, when recognizing currency, will overlay the copy with black toner and display BILL DETECTED.

Solution ID TAUS0632182EN00**Solution Usage** 0**Description**

The control panel 'locks up'.

Solution

PROBABLE CAUSES:

1. The control panel is showing a picture of the copier therefore either the waste toner bottle is not installed or the waste toner bottle detecting sensor has failed.

Install the waste toner bottle or replace the waste toner bottle detecting sensor.

2. Dust has entered between the housing and the touch panel. This causes the electrodes to come into contact, locking up the panel. Please see Bulletin T0186 for the remedy to this condition.

Notes:

a. If the Start key does not work, please see Bulletin 2734 .

b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

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Solution ID TAUS0632190EN00**Solution Usage** 0**Description**

When copying multiple originals using the ADF of a CF910, the Auto Exposure Function does not work after the 1st page is copied.

Solution

CAUSE: Outdated firmware.

SOLUTION: To correct this issue, a new SMP version is available for six digit and seven digit (3110001 and onward) Serial Number CF910s. The two SMP versions are NOT compatible, and using the wrong version will disable the CF910. See bulletin 3006 .

Note:

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Solution ID TAUS0632254EN00**Solution Usage** 0**Description**

The Fiery Z4 Print driver does not have Job Notes displayed on the PC screen when printing from Windows NT.

Solution

Download the new Post Script driver from EFI's web site . Support - Software Downloads - Minolta. Click on Z4 1.0. Scroll down for the correct driver.

Minz4v10wn4jobnotesprt.zip Windows NT Printer Driver (PPDs) Job Notes Size: 631 Kb Released: 15 July 2000

Solution ID TAUS0635834EN00

Solution Usage 0

Description

Is the Fiery X2e interchangeable between the CF910 and The CF911P?

Solution

Yes the Fiery is interchangeable between the CF910 and CF911P, J27 on the Fiery motherboard must be jumped for the CF911P and removed for the CF910. Please see bulletin 3148 for details.

Solution ID TAUS0636871EN00

Solution Usage 0

Description

What are the part numbers for the CF900 and CF910 developer unit harness jigs (the harnesses that are used to do developer changes)?

Solution

The part # for the CF-910 is 1154-6810-01.

The part # for the CF-900 is 1144-6848-02.

Solution ID TAUS0641070EN00

Solution Usage 0

Description

Holder parts change.

Solution

See KOM050210 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0641267EN00

Solution Usage 0

Description

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0644503EN00

Solution Usage 0

Description

Transparencies and paper stock tested in the CF-series color copiers.

Solution

Please see the media guide (marketing bulletin 02-GB-14) and additions listed in marketing bulletin 03-GB-010 .

Solution ID TAUS0644607EN00**Solution Usage** 0**Description**

Halftone images have white spots or haloes.

Solution

CAUSE: Damp paper loaded in the machine, damp environment or paper storage area.

SOLUTION: Try loading fresh, dry paper, check paper storage area and advise customer to store paper in a drier environment if paper is stored in a damp area. Please refer to Bulletin 3745 for further details.

Solution ID TAUS0644637EN00**Solution Usage** 0**Description**

Paper tray(s) does not lift up.

Solution

CAUSE: The paper tray set sensor(s), PC3, PC4, and/or PC5 have failed.

SOLUTION: In the State Confirm\Switch 1 screen, please verify that the paper tray set sensor(s), PC3, PC4, and PC5, change state when the paper tray is inserted into the copier. If the sensor state does not change, the sensor may be faulty.

Solution ID TAUS0644714EN00**Solution Usage** 0**Description**

Copies off the glass sometimes have a yellow background.

Solution

Cause: Connections to the PWB-C are not seated correctly.

Solution: Re-seat all connections on PWB-C.

Solution ID TAUS0644777EN00**Solution Usage** 0**Description**

T-shirt transfer.

Solution

T-shirt transfer paper is not recommended for the CF-series color copiers. The transfer paper tends to cake up in the fuser unit and cause jams, double images, and even NIP problems.

Solution ID TAUS0645109EN00**Solution Usage** 0**Description**

Firmware of the MicroPress PrintLinks (Printstations) for use with MicroPress version 6.3.0.2.

Solution

Minimum PrintLink flash versions for use with MicroPress v. 6.3.0.2 are as follows:

1. PrintStation 065m (Di650) firmware version: 305-001106-10.bin
.. Di650 Engine Flash Rom versions: I=52, P=38, VIF=7
2. PrintStation 075m firmware versions:
.. PrintLink firmware for Di750: 305-000829-60.bin
.. PrintLink firmware for Di750PE: 305-000829-33.bin
.. PrintLink firmware for Di850: 305-000829-60.bin
.. Di750 Engine Flash Rom versions: I=56-68, O=52, P=52, VIF=22
.. Di850 Engine Flash Rom versions: I=41, O=41, P=18, VIF=14
3. PrintStation 2020m (CF2001) with the following firmware versions:
.. Boot Code: 305-000905-06-012.bin

.. PrintLink firmware: 305-000906-49-002-033-012.bin
 .. CF2001 Engine Flash Rom version: 52
 4. PrintStation 832m (CF9001) firmware version: 305-000804-01.bin
 .. PrintStation 062 (Di620) firmware version: 305-000348-16.bin
 .. PrintStation Cii (CF900/CF910) firmware version: 305-000406-08.bin

Notes:

- a. The firmware for PrintStation 2020m is a newer version than what was included with MicroPress 6.2.5i SR1. This requires CF2001 firmware version 45 or higher.
- b. The remainder of these Flash ROM files are found on disk 2 of the MicroPress 6.3.0.2 CD set and should be copied to the server's hard disk during installation. In the MicroPress folder, look in the firmware folder. It contains a folder for each type of engine and also includes the NetFlash and FlashWrite utilities for loading the firmware files into the PrintLinks.
- c. Please see bulletin 4782 for details.
- d. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0645177EN00

Solution Usage 0

Description

Is the Vo sensor the same for the CF900, CF910, CF911P?

Solution

The Vo sensor is the same for these models. The part number is 1144-0784-03.

Solution ID TAUS0645238EN00

Solution Usage 0

Description

C0030 code is displayed and will not reset. The C0030 is referenced to the developer drive motor for the 4 developer units. The motor and the PWB I has been replaced per the troubleshooting guide but the problem still exists.

Solution

SOLUTION: Verify that the main relay has 24 volts. Please refer to Bulletin 3538 for further details.

Solution ID TAUS0646012EN00

Solution Usage 0

Description

How to resolve cyan shift in the side to side direction.

Solution

Verify that the belts located on the outer edges of the transfer drum are properly located in their channels. Also verify that the attraction unit rollers are not badly worn.

Solution ID TAUS0646022EN00

Solution Usage 0

Description

RAM pack part number.

Solution

The RAM pack (PWB-R) is 9367-4510-31.

Solution ID TAUS0646123EN00

Solution Usage 0

Description

The fuser rollers on the CF910 become damaged from falling particles of insulation.

Solution

Fuser roller damage from falling particles occurs when the insulation from the fuser unit deteriorates, particles fall on the fuser rollers. To correct this problem the thermal insulation material has been changed to one that will not decompose and has better heat resistant qualities.

See Service Bulletin 3022.
Link

Solution ID TAUS0646305EN00

Solution Usage 0

Description

Intermittent C-3250, C-0210, or C-0230 codes occur during pre-drive.

Solution

CAUSE: Worn mylar.

SOLUTION: Refer to bulletin 3135 which pertains to the transfer drum joint Mylar.

Note:

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Solution ID TAUS0646308EN00

Solution Usage 0

Description

Are the editor boards compatible between the CF900 and CF910?

Solution

No. There are two different types of editor boards. Refer to bulletin 3123.

Note:

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Solution ID TAUS0655973EN00

Solution Usage 0

Description

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may not be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark* is different from an Epson* which is different than an HP*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not). The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

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Solution ID TAUS0655991EN03**Solution Usage****Description**

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

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Solution ID TAUS0656768EN01**Solution Usage****Description**

What Konica Minolta print drivers will come bundled with Windows Vista?

Solution

The following list of drivers were included in a recent Vista release candidate and should be representative of what is included in the final retail product. These include a large number of legacy Konica, Minolta and Konica Minolta drivers. Unless otherwise noted, the majority of the drivers are Postscript

Konica

7020/IP-421
 7022/IP-422
 7022/IP-423
 7025/IP-421
 7030/IP-421
 7033/IP-402
 7033/IP-411
 7035/IP-421
 7040/IP-402
 7040/IP-411
 7045/IP-431
 7050/IP-201
 7050/IP-301
 7050/IP-302
 7055/IP-303
 7055/IP-304
 7060/IP-302
 7060/IP-304
 7065/IP-303
 7065/IP-304
 7075/IP-601
 7085/IP-602
 7130/IP-422
 7130/IP-423
 7135/IP-423

7145/IP-423
 7150/IP-302
 7150/IP-304
 7155/IP-511
 7165/IP-511
 Force 50/IP-301
 Force 50/IP-302
 Force 60/IP-302
 Force 60/IP-304
 Force 65/IP-511
 Force 75/IP-601
 Force 85/IP-602
 KL-3015

Konica Minolta

KM 1050
 KM 350/250/200
 KM 500/420
 KM 7085/IP-602
 KM 7145/IP-432
 KM 7222/IP-424
 KM 7228/IP-424
 KM 7235/IP-424
 KM 7255/IP-511A
 KM 7272/IP-511A
 KM 750/600
 KM 920
 KM C250
 KM C351
 KM C352/C300
 KM C450
 KM Di2010 PCL5e
 KM Di2010f PCL5e
 KM Di2510 PCL5e
 KM Di2510f PCL5e
 KM Di3010 PCL5e
 KM Di3010f PCL5e
 KM Di470 PCL5e
 KM Di552 PCL5e
 KM Pi7200E PCL5e
 KM mc2450 PPD
 KM mc5450 PPD
 KM mc7450 PPD
 Magicolor 2350
 Magicolor 3300 PPD
 Magicolor 7300 PPD
 PagePro 9100 PPD

Minolta

Minolta Di2010 PCL5e
 Minolta Di2010f PCL5e
 Minolta Di2510 PCL5e
 Minolta Di2510f PCL5e
 Minolta Di3010 PCL5e
 Minolta Di3010F PCL5e
 Minolta Di3510 PCL5e
 Minolta Di3510f PCL5e
 Minolta Di470 PCL5e
 Minolta Di552 PCL5e
 Minolta Pi1802/1502e PCL5e
 Minolta Pi3500
 Minolta Pi3502 PCL5e (MS)
 Minolta Pi5500 (MS)
 Minolta Pi5501 PCL5e (MS)
 Minolta Pi6200
 Minolta Pi6500e PCL5e
 Minolta Pi6500 Pro PCL5e (MS)
 Minolta Pi7200e PCL5e
 Minolta Pi7500Ver2 PCL5e (MS)
 Minolta Pi8500Pro PCL5e

